

### ***AMENDMENTS TO THE CLAIMS***

Please amend the claims as indicated hereafter. [Use ~~striketrough~~ for deleted matter (or double square brackets "[[]]" if the striketrough is not easily perceivable, *i.e.*, "4" or a punctuation mark) and underlined for added matter.]

1. (Currently amended) A method for providing connectivity between a first communication device and a second communication device, said second communication device residing in an access provider communication system, the method comprising the steps of:

receiving a specification from a user by said first communication device, the specification comprising at least one predefined identifier that identifies the second communication device, and receiving a request to establish connectivity between the user and said second communication device;

~~providing access to a troubleshooting portal from a location associated with said first communication device;~~

~~specifying to said troubleshooting portal a predefined identifier associated with said second communication device;~~

associating said predefined identifier with said second communication device;  
and

establishing connectivity between said first communication device and said second communication device based upon said specified predefined identifier;

receiving at least troubleshooting data and a test from the user; and  
communicating said received troubleshooting data and said test to the second device.

2. (Original) The method of claim 1, wherein said second communication device is an endpoint.

3. (Original) The method of claim 1, wherein said step of establishing connectivity further includes the step of actuating at least one switch such that a plurality of physical links associated with a plurality of data link connection identifiers (DCLIs) are coupled together.

4. (Original) The method of claim 3, wherein said step of actuating at least one switch further includes the step of actuating a digital subscriber loop access multiplexer (DSLAM) connected to a plurality of second communication devices such that said second communication device associated with said specified identifier is connected by said step of establishing connectivity.

5. (Original) The method of claim 1, wherein said step of establishing connectivity further includes the step of routing data over a plurality of physical links associated with said predefined identifier.

6. (Original) The method of claim 5, further including the step of actuating a digital subscriber loop access multiplexer (DSLAM) connected to a plurality of second communication devices such that said second communication device associated with said specified identifier is connected by said step of establishing connectivity.

7. (Original) The method of claim 1, wherein said location is a site in a network service provider communication system.

8. (Original) The method of claim 1, wherein said location is a site in said access provider communication system.

9. (Original) The method of claim 1, wherein said step of associating further includes the step of associating a predefined circuit identifier (ID) with said first communication device.

10. (Original) The method of claim 1, further including the step of assigning a first internet protocol (IP) address, wherein said first IP address corresponds to said first communication device.

11. (Original) The method of claim 10, further including the step of associating a second IP address with said first IP address.

12. (Original) The method of claim 10, further including the step of associating said first IP address by network address translation with one of a plurality of predefined addresses.

13. (Original) The method of claim 10, wherein the step of assigning said first IP address is assigned by an access provider.

14. (Original) The method of claim 10, wherein the step of assigning said first IP address is assigned dynamically from a plurality of predefined unassigned IP addresses.

15. (Original) The method of claim 10, further including the step of associating said first IP address by proxy with one of a plurality of predefined IP addresses.

16. (Original) The method of claim 1, wherein said step of accessing further includes the step of verifying, wherein a right to access is verified and the steps of specifying and establishing are implemented only after the right to access is verified.

17. (Original) The method of claim 1, wherein the steps of accessing, specifying, associating and establishing are defined as a session, and wherein a plurality of sessions are implemented concurrently.

18. (Original) The method of claim 1, further including the step of monitoring, wherein the step of monitoring monitors the activity between said first communications device and said second communications device, and further including the step of terminating, wherein the step of terminating terminates connectivity after a predefined period of no activity.

19. (Currently amended) A troubleshooting portal, comprising:  
means for receiving a specification from a user by said first communication device, the specification comprising at least one predefined identifier that identifies

the second communication device, and for receiving a request to establish connectivity between the user and said second communication device providing access to a troubleshooting portal from a location associated with a first communication device;

~~means for specifying to said troubleshooting portal a predefined identifier associated with said second communication device;~~

means for associating said predefined identifier with said second communication device; and

means for establishing connectivity between said first communication device and said second communication device based upon said specified predefined identifier;

means for receiving at least troubleshooting data and a test from the user; and

means for communicating said received troubleshooting data and said test to the second device,

wherein said first communication device is in communication with said second communication device, said second communication device residing in an access provider communication system.

20. (Original) The troubleshooting portal of claim 19, wherein said second communication device is an endpoint.

21. (Original) The troubleshooting portal of claim 19, wherein said means for establishing connectivity further includes means for actuating at least one switch such that a plurality of physical links associated with a plurality of data link connection identifiers (DCLIs) are coupled together.

22. (Original) The troubleshooting portal of claim 21, wherein said means for actuating at least one switch further includes means for actuating a digital subscriber loop access multiplexer (DSLAM) connected to a plurality of second communication devices such that said second communication device associated with said specified identifier is connected by said step of establishing connectivity.

23. (Original) The troubleshooting portal of claim 19, wherein said means for establishing connectivity further includes means for routing data over a plurality of physical links associated with said predefined identifier.

24. (Original) The troubleshooting portal of claim 23, further including means for actuating a digital subscriber loop access multiplexer (DSLAM) connected to a plurality of second communication devices such that said second communication device associated with said specified identifier is connected by said means for establishing connectivity.

25. (Original) The troubleshooting portal of claim 19, wherein said location is a site in a network service provider communication system.

26. (Original) The troubleshooting portal of claim 19, wherein said location is a site in an access provider communication system.

27. (Original) The troubleshooting portal of claim 19, wherein said means for associating further includes means for associating a predefined circuit identifier (ID) with said first communication device.

28. (Original) The troubleshooting portal of claim 19, further including a means for assigning a first internet protocol (IP) address, wherein said first IP address corresponds to said first communication device.

29. (Original) The troubleshooting portal of claim 28, further including a means for associating a second IP address with said first IP address.

30. (Original) The troubleshooting portal of claim 28, further including means for associating said first IP address by network address translation with one of a plurality of predefined addresses.

31. (Original) The troubleshooting portal of claim 28, wherein the means for assigning said first IP address is assigned by an access provider.

32. (Original) The troubleshooting portal of claim 28, wherein the means for assigning said first IP address is assigned dynamically from a plurality of predefined unassigned IP addresses.

33. (Original) The troubleshooting portal of claim 28, further including a means for associating said first IP address by proxy with one of a plurality of predefined IP addresses.

34. (Original) The troubleshooting portal of claim 19, wherein said means for accessing further includes a means for verifying, wherein a right to access is verified and said means for selecting and establishing are implemented only after the right to access is verified.

35. (Original) The troubleshooting portal of claim 19, wherein said means for accessing, specifying, associating and establishing is defined as a session, and further including a means for implementing a plurality of sessions concurrently.

36. (Original) The troubleshooting portal of claim 19, further including a means for monitoring, wherein said means for monitoring monitors the activity of said first communications device and said second communications device, and further including a means for terminating, wherein said means for terminating terminates said connectivity after a predefined period of no activity.

37. (Currently amended) A troubleshooting portal for establishing connectivity between a first communication device and a second communication device, said second communication device residing in an access provider communication system, the troubleshooting portal comprising;

a configuration module configured to establish connectivity between said first communication device and said second communication device; and

a processor configured to instruct said configuration module;

wherein a user initiates a session with said troubleshooting portal, and wherein said user specifies to said processor a predefined identifier associated with said second communication device such that said processor instructs said configuration module to

establish connectivity between said first communication device and said second communication device based upon said predefined identifier, and wherein said user specifies to said processor at least troubleshooting data and a test such that said troubleshooting data and said test is communicated to said second device.

38. (Original) The troubleshooting portal of claim 37, wherein said second communication device is an endpoint.

39. (Original) The troubleshooting portal of claim 37, wherein a portion of said access provider communication system is a frame relay based communication system.

40. (Original) The troubleshooting portal of claim 37, wherein a portion of said access provider communication system is an asynchronous transfer mode (ATM) based communication system.

41. (Original) The troubleshooting portal of claim 37, wherein a portion of said access provider communication system is an internet protocol (IP) based communication system.

42. (Original) The troubleshooting portal of claim 37, wherein a portion of said access provider communication system is a multiprotocol label switching (MPLS) based communication system.

43. (Original) The troubleshooting portal of claim 37, wherein said first communication device resides in a network service provider communication system.

44. (Original) The troubleshooting portal of claim 37, wherein said first communication device resides in said access provider communication system.

45. (Original) The troubleshooting portal of claim 37, further comprising an address table residing in a memory in communication with said processor, said address table containing a predefined endpoint associated with said second

communication device, and wherein said user specifies to said processor said endpoint.

46. (Original) The troubleshooting portal of claim 45, wherein said address table contains a plurality of predefined endpoints associated respectively with a plurality of second communication devices such that said user specifies to said processor one of said plurality of endpoints.

47. (Currently amended) The ~~trouble-shooting~~ troubleshooting portal of claim 45, wherein said address table contains data corresponding to a circuit map associated with said endpoint, and wherein said device configuration module instructs said switch to establish connectivity by interpreting said circuit map.

48. (Currently amended) The ~~trouble-shooting~~ troubleshooting portal of claim 37, further comprising an assigned internet protocol (IP) address location residing in a memory in communication with said processor, wherein said user specifies an IP address to be saved into said IP address location, and wherein said IP address is associated with said endpoint.

49. (Currently amended) The ~~trouble-shooting~~ troubleshooting portal of claim 48, wherein said IP address is assigned by an access provider.

50. (Currently amended) The ~~trouble-shooting~~ troubleshooting portal of claim 48, further comprising a plurality of unassigned IP addresses, wherein said IP is assigned dynamically from said plurality of predefined unassigned IP addresses.

51. (Currently amended) The ~~trouble-shooting~~ troubleshooting portal of claim 37, further comprising a security function module configured to perform security verification wherein a right to access is verified, and wherein connectivity is established only after the right to access is verified.

52. (Currently amended) The ~~trouble-shooting~~ troubleshooting portal of claim 37, further comprising a timing module wherein said timing circuit monitors



activity between said first communication device connected to said second communication device, such that after a predefined period of inactivity said timing module terminates connectivity.

53. (Currently amended) The ~~trouble-shooting~~ troubleshooting portal of claim 37, further comprising a digital subscriber loop access multiplexer (DSLAM) connected to a plurality of second communication devices such that said second communication device associated with said specified predefined identifier is connected to said DSLAM and wherein said connectivity is established between said first communication device and said second communication device associated with said specified predefined identifier through said DSLAM.

54. (Currently amended) Computer readable medium having a program for storing a series of instructions which connects a first communication device to a second communication device residing in an access provider communication system, the program for performing at least the following:

interfacing with a user, said user residing in a location associated with said first communication device;

receiving a predefined identifier from said user, said predefined identifier being associated with said second communication device; ~~and~~

establishing connectivity between said first communication device and said second communication device based upon said predefined identifier;

receiving at least troubleshooting data and a test from the user; and

communicating said received troubleshooting data and said test to the second device.

55. (Original) The computer readable medium of claim 54, wherein said series of instructions further includes associating a predefined circuit identifier (ID) with said predefined identifier.

56. (Original) The computer readable medium of claim 54, wherein said predefined identifier is an endpoint, said endpoint corresponding to said second communication device.

57. (Original) The computer readable medium of claim 54, wherein said series of instructions further includes associating a first internet protocol (IP) address with said predefined identifier.

58. (Original) The computer readable medium of claim 57, wherein said series of instructions further includes a network address translation instruction wherein a second IP address is associated with said first IP address.

59. (Original) The computer readable medium of claim 57, wherein said program further includes instructions for associating said first IP address by proxy with one of a plurality of predefined addresses.

60. (Original) The computer readable medium of claim 54, wherein said program further includes instructions for verifying a right to access and said connectivity is established only after the right to access is verified.

61. (Original) The computer readable medium of claim 54, wherein said series of instructions for accessing, receiving and establishing is defined as a session, and wherein said series of instructions further includes allowing a plurality of sessions to be implemented concurrently.